

WPS Prevea Health Plan

P.O. Box 11625
Green Bay, WI 54307-1625
Phone 1-888-711-1444 or 920-490-6900
FAX 1-920-490-6942
www.wpspreveahealthplan.com



Excellent for HMO/POS Commercial Product Only



Type of Plan Health Maintenance Organization
Total Number of Members..... 33,000
Years of Operating Experience Since January 1, 1997
Total Number of Primary Care Physicians (PCPs) 296
Percentage of PCPs Accepting New Patients 88%
Percentage of Board Certified Specialty Care Physicians 90%
Number of Urgent Care Facilities 10
Number of Dentists..... No Routine Dental Coverage

ADDITIONAL INFORMATION

Referral Requirements

Your Primary Care Physician (PCP) is the individual responsible for coordinating your medical care. If specialty care is needed, your PCP will request a referral authorization on your behalf. However, it is ultimately the member's responsibility to make sure the referral authorization is submitted and approved by WPS Prevea Health Plan prior to services being received. A referral authorization request is a written form from your PCP requesting specific services be provided by certain participating providers and any non-participating providers. You should not make an appointment until the request for the referral authorization has been reviewed and approved by WPS Prevea Health Plan. Notification of the decision will be sent via mail to you, your PCP and the specialist. To obtain the best benefit possible, it is important to check your participating provider directory and call our Member Services to verify that your referral has been received and approved by WPS Prevea Health Plan prior to seeking services. A referral authorization is not required for: participating chiropractors services and participating behavioral health services.

Prior Authorization Requirements







Prior authorization means the process of receiving written approval from WPS Prevea Health Plan for certain services or products in advance of the service or product being received. Hospital authorization is required for all in-patient hospital stays. You or your doctor need to obtain certification prior to a non-emergency hospital admission or within 48 hours of an emergency admission. Call Member Services for other services that need to be pre-authorized: (920) 490-6900 (local) or 1-888-711-1444 (toll free).

Medicare Claims Procedure

WPS Prevea Health Plan's Medicare claim payment system requires that we receive the Medicare Explanation of Medicare Benefits (EOMB) in order to coordinate benefits for those who have Medicare as their primary coverage.

ADDITIONAL INFORMATION

OnLine Services	At www.wpspreveahealthplan.com you can: <ul style="list-style-type: none"> • Order ID Cards • Review and print privacy practices notice and consent forms • View newsletters, providers, and benefits • Print a provider directory by going to the section “Exclusively for Employee Trust Funds Members”
Outpatient Mental Health Network/Policy	Members must use WPS Prevea Health Plan providers for all mental health and Nervous/AODA services. You may use any of the mental health and nervous/AODA providers listed in our provider directory. The provider is required to contact the plan for service authorizations.
24-Hour Nurse Line	Not available.
PCP Restrictions	Members must select a PCP for each family member from one of the Primary Care departments (general practice, family practice, OB/GYN, internal medicine, and pediatrics). Each family member may select a different PCP.
Dental Benefits Provided	No routine dental coverage offered.
Quality Improvement Initiatives	<ul style="list-style-type: none"> • Improving care for our members with diabetes, asthma, and coronary artery disease through a comprehensive disease management program. • Increasing the number of preventive services provided to our members, including immunizations, breast cancer screening and cervical cancer screening through reminders and educational offerings to members and practitioners. • Improving the level of services provided to our members through a revised member handbook, enhanced online resources, monitoring of call answer timeliness and analysis of member feedback.

Counties in Service Area	Hospitals in County	Major Providers in County ~
Brown	 ✓ St. Vincent  ✓ St. Mary's	Prevea Health Systems*
Door	 ✓ Door County Memorial Hospital	Northshore Medical Clinic
Kewaunee		Prevea Health Systems*
Manitowoc	 ✓ Holy Family Memorial Medical Center	Lakeshore Womens Health Lakeshore Pediatrics Manitowoc Family Practice Park Medical Center Woodland Clinic
Oconto	Community Memorial Hospital	Prevea Health Systems*
Outagamie	 ✓ St. Elizabeth Hospital	Affinity Medical Group
Sheboygan	 ✓ St. Nicholas Hospital	Physicians' Health Network

* Prevea Health Clinic sites are within a 35 mile radius of Green Bay.

~ This column provides only a general summary of major provider groups. For a complete listing, please contact the plan at the phone number on the preceding page.